

FACE TO FACE INTERVIEW: SCRIPT

DATE:	LOCATION:
PERSON INTERVIEWED:	INTERVIEWER:
OTHER PEOPLE PRESENT & RELATIONSHIP(S) TO PERSON:	

Hello, my name is _____ with _____. You are _____?

I am here on behalf of the Office for Citizens with Developmental Disabilities (OCDD) because our records show that you are waiting for supports and services that people use to live alone or with others—with family or roommates—in an apartment or house out in the community.

Unfortunately, I am not here today to offer you those services right now, but I am here to see if you would be interested if those services ever become available in the short or long-term future.

The name for this type of supports and services is the New Opportunities Waiver, and many people call it the “NOW.” People who have asked for the NOW, but haven’t gotten it yet, have their names on the Request for Services Registry. The names are in order, based on when people asked for the NOW. Currently, your name is on that list.

Today, I am here to talk about and answer any questions you might have about the NOW. If I can’t answer your questions, I will find someone who can.

When we finish talking, I want to find out if you plan to stay here at [name or residence] or if you are looking to live somewhere else where these supports and services from the NOW might be able to help you.

1. Before we start, do you have any questions?

Person’s Questions:

THE NEW OPPORTUNITIES WAIVER, OR THE NOW, is for people ages 3 years and up who have been approved to receive services and supports through OCDD. If people need extra help to be able to live in a house or apartment, the NOW has some specific kinds of help available. It does not pay for a house or apartment, but it can pay for supports and services that allow a person to keep living in the community.

2. Do you know anyone who has the NOW or lives in their own place with help from staff?

YES

NO

IF YES:

2a. Have you ever visited them?

2b. Have you ever thought about doing something like that yourself?

2c. Have you thought about living by yourself, or with a roommate, or with family?

I'm going to spend some time talking about the type of supports and services that a person can get through the NOW. Because this meeting is to ask about your interest in the NOW, it is important that you know what might or might not be available before you make a decision. Supports are approved based on what kinds of basic or essential needs a person has and how serious and important those needs are in order to keep the person living safely in the community. This is information on the range of possibilities.

- A. **Individual and Family Supports:** This service pays for staff who help the person in his or her house, apartment, or other places where the person needs help. Depending upon what a person needs to live at home, the actual number of hours of help can vary. Supports and services for people with a NOW can range from a few hours a day to a combination of services (including unpaid supports from a friend or family member). Most people need help during the day, but if necessary, hours of support can also be provided at night. Staff people can do things like help the person get a bath, get dressed, make meals, and get ready for the day. Staff can help people with basic health routines, like regularly turning over in bed to keep skin healthy, reminding people to take their medications, or helping people to make healthy choices about what to eat. Staff can help people who need extra reminders about what they can do when they're very angry, sad, or when making choices that might lead a person into trouble. This is usually the main kind of service that people want to receive through the NOW.
- B. **Center-Based Respite:** This service can be used when a person lives with family or friends, and the family or friends are the ones who help out the person with most of the day-to-day activities, like with getting dressed, taking care of basic health needs, and getting to work or appointments. When family or friends need a short break, the person can go stay somewhere else where people are paid to give the basic kinds of help that the person needs.
- C. **Community Integration and Development:** This service can be used when a person is moving into an unfamiliar area. A staff person can help the person make connections within the new community, such as finding and going to a local church, the library, grocery stores, and to find out what kind of activities are happening in the community. This service is available until the person gets to know the community on his/her own. It also depends on the needs of the person.
- D. **Work-Related Supports:** These are available to people who want to work and who need on-going support to get and keep a job. A person can begin by learning the skills they need to get and keep a job and also to help him/her find out what it is they actually want to do.
 - a. People can work in a group, or they may work at an individual job out in the community, including developing and running his/her own businesses. Being part of a work crew, for example, requires a fair amount of socialization in order for the crew to work well together. Work-Related Supports can help a person develop social skills needed to work with others and get the work done. Getting a job at a place like Wal-Mart or Home Depot also requires a number of work-related skills to first get the job and then keep it. The hours and kind of supports can vary depending upon a person's needs.

- b. If a person does not want to work, then he/she can go to a facility to have an opportunity to do things in the community and be a part of the community. The activities can be educational or recreational in nature, including activities related to the individual's interests, hobbies, clubs, or sports.

- E. **Residential Habilitation/Supported Independent Living:** This service can be available depending on what a person needs. It is not available if the person lives with a family member or relative. It is for people who can essentially live alone in their own home, but need some extra help with some day to day activities, like paying the bills, managing a budget, and making meals using healthy foods. It can also be used to help the person keep regularly scheduled doctor's appointments to maintain good health and safety. If this kind of help leads to the person learning more of the skills needed for completing day to day activities, the number of hours may be reduced over time so that the person is able to live more independently in his or her own home.
- F. **Environmental Modifications and Specialized Equipment:** The NOW can also pay for certain kinds of equipment or changes to a person's home or car if they are necessary to ensure health, welfare, and safety while living at home. This support can also be used to help a person move or get around more independently. Examples include such supports as: installation of grab bars to hold on to so the person can get in and out of the bath or shower more safely; building a ramp so that a person in a wheelchair can get in and out of the house more independently; and re-building doorways so that a person can get around a house or apartment with a wheelchair. For people who need help getting out of bed or a chair, equipment can be purchased that will help the person and others safely move around. For people who have trouble making others understand their wants and needs, funds can be used for an adaptive communication device. There are requirements for the kinds of equipment and changes that can be made, and there is a limit of spending based on need.
- G. **Professional Services:** When a person lives at home but needs a certain medical or health related service, this service in the NOW can be used to provide some help. People who are considered to have medically complex conditions, such as a need for suctioning and tracheotomy care, need those services to be provided by a nurse. Skilled nursing services are provided when there is a documented need. Other professional services that help a person live more independently can include psychology, social work, and nutrition/dietary services.

In addition to these services, every person who has a NOW is assigned a worker, called a Support Coordinator, who works with the person and family to find out what is needed and develop a plan of service. While many services are provided in the NOW, the Support Coordinator can also help find other services, such as finding a doctor that will accept Medicaid or a doctor who has experience in a medical specialty. And, while the NOW cannot be used to pay for a place to live, a Support Coordinator can help a person find other workers that may be able to help find an apartment or house, pay for food and other expenses. Support coordinators also help ensure that everyone helping communicates with each other to make things run smoothly.

3. I've given you some information about the ways that supports and services can work for people who have a NOW. Do you have any questions so far?

Next, I'd like to talk a little bit about your plans for the future, to see if either in the short-term (like the next year or two) or long-term (like the next 2-5 years) there are or might be plans for you to leave [name of facility], get a place to live, and use the kinds of supports and services that you would need to be able to live alone or with family, friends, or roommates who have needs that are like yours.

4. Do you have any plans right now about leaving [name of facility]? Or are you pretty satisfied with living where you are now? *[Summarize Response]*

5. Even if you are not 100% satisfied with where you are now, do you ever talk about moving somewhere else? What would that place be like? *[Summarize Response]*

6. Have you ever talked about living somewhere else with your team here at [name or facility]? Are there plans for you to move, or is it best for you to be here at [name of facility] for the time being? *[Summarize Response]*

7. What about the future? In one year from now? Two years? Five years?

8. Based on our talk today, do you think that you are interested in waiting for a NOW, if one becomes available in the future, and then finding and moving into an apartment or house with family, friends or roommates? *[Summarize Response]*

YES

[Present Information Update Form]

This information sheet needs to be completed so that OCDD will be able to contact you when a NOW opportunity is available.

[Let them complete the form and assist them with completing the form if needed]

[Present Individual/Family Decision Form]

This form needs to be completed so that OCDD will know that you would like to receive NOW services if an opportunity becomes available.

[Read first item and let them check it and complete the form; Assist them with completing the form if needed.]

If you move or have a change in mailing address, you must contact your local office and give them your correct address. Without your current address, you may miss important mail that keeps your request for a NOW active.



Since you have expressed interest in receiving waiver supports and services in the future, a member of OCDD's staff will be contacting you to schedule a visit to see what you need.

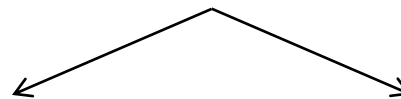
(End)

NO

[Present Individual/Family Decision Form]

This form needs to be completed so that OCDD will know that you are not interested in receiving waiver services at this time.

Is there any chance that you may be interested in requesting the NOW in the future? If so, you may want to consider what we call "inactive status."



Not Interested in Future

[Read third item choosing to be removed from the Requests For Services Registry and let them check it and complete the form; Assist them with completing the form if needed.]

(End)

Interested in Future

[Read second item choosing inactive status, and let them check it and complete the form; Assist them with completing the form if needed.]

INACTIVE STATUS



Since you have expressed interest in receiving waiver supports and services in the future, a member of OCDD's staff will be contacting you to schedule a visit to see what you need.

(End)

Thank you for your time. If you have any questions about waiver services in the future, you may contact your local Human Services Authority or District. Their contact information can be found on this list. *[Present current list of LGE's]*